

**PRE-INSPECTION WARRANTY REQUIREMENTS** – Shannon & Waterman Custom Wide Plank Flooring hereby warrants to the original buyer (“Buyer”), that the solid and engineered hardwood products are manufactured in accordance with accepted industry standards, which permit grading deficiencies not to exceed 5% over the entire floor. Hardwood is a natural product and may have naturally occurring variations in grain and color, mineral streaks and knots. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies or objectionable naturally occurring blemishes prior to installation. Since wood is a natural product, there will be natural variations in color, tone and grain that are not covered by our warranties.

***The pre-installation warranty expires upon installation.***

Shannon & Waterman Custom Wide Plank Flooring’s limited warranties do not cover color, shade or texture differences that can be seen between color samples, printed color photography, computer graphics and the color of installed floors. Please approve the color of the actual flooring prior to installation.

**NOTE: YOU AND/OR YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. SHANNON & WATERMAN CUSTOM WIDE PLANK FLOORING ACCEPTS NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING HAS BEEN INSTALLED.**

The use of filler, stain and putty sticks during installation are considered normal practice.

**JOBSITE CONDITIONS** – Shannon & Waterman Custom Wide Plank Flooring recommends that all flooring be acclimated before installation. The purpose of acclimation is to allow the moisture content of the wood to adjust to “normal living conditions” at the site. These are the temperature and humidity conditions that will typically be experienced once the structure is occupied.

The room temperature must be within a range of 60 – 80° F, with relative humidity in a range of 30 – 50%. The floor and subfloor must be within 2% of relative humidity of each other. These environmental conditions are specified as pre-installation requirements and should be maintained for the life of the product.

Environmental conditions consistently outside of these parameters could result in product performance problems that would not be covered under these warranties. For more detail refer to the most current NWFA Installation Guidelines.

**INSTALLATION** – Flooring must be installed in strict accordance with the most current NWFA Installation Guidelines which are available on this website.

**RADIANT HEATING** – All floors can be applied over radiant heat. However, all jobsite conditions above must align.

**NOTE: USING RADIANT HEAT CAN CREATE MORE MOVEMENT IN BOTH SOLID AND ENGINEERED FLOORS.**

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**RESIDENTIAL AND LIGHT COMMERCIAL HARDWOOD WARRANTIES**

***Limited Warranties for Prefinished Solid and Engineered Hardwood Floors***

**GRADING DEFECTS**

Shannon & Waterman Custom Wide Plank Flooring\* hereby warrants to the original buyer ("Buyer"), that the Shannon & Waterman prefinished solid and engineered hardwood covered products are manufactured in accordance with accepted industry standards, which permit grading deficiencies not to exceed 5% over the entire floor. Hardwood is a natural product and may have naturally occurring variations in grain and color, mineral streaks and knots. The installer of Shannon & Waterman Custom Wide Plank Flooring must use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes prior to installation.

**LIMITED FINISH WARRANTY**

Shannon & Waterman hereby warrants to the Buyer that the factory applied finish of Shannon & Waterman Custom Wide Plank Flooring will not wear through or will not lack finish adhesion as a result of normal residential use (contact your sales representative if you have any specific questions). Diminished gloss is not wear through of the finish. In the event the finish wears through or releases from Shannon & Waterman Custom Wide Plank Flooring, Shannon & Waterman may, at its option, repair or replace the affected planks or area or refund the applicable prorated purchase price of the affected Shannon & Waterman Custom Wide Plank Flooring material only. This warranty is conditioned upon Shannon & Waterman's receipt of notice in writing from the Buyer of the alleged defect prior to expiration of the limited warranty period and that the Shannon & Waterman Custom Wide Plank Flooring is not subject to any of the limitations described below.

***Additional Warranties Exclusively for Prefinished Engineered Floors:***

**LIMITED STRUCTURAL WARRANTY**

Shannon & Waterman Custom Wide Plank warrants the original buyer that the plies of your engineered floor will not separate under normal household conditions for as long as you own your home. Shannon & Waterman engineered wood products may be installed on, above or below grade on all subfloors meeting the minimum NWFA requirements for suitable subfloor types and conditions as described in Section 2, Subfloor Guidelines and Specifications, of the "NWFA Wood Flooring Installation Guidelines and Methods" September, 2012 revision.

**JOBSITE INSTALLATION CONDITIONS**

Shannon & Waterman recommends that all Shannon & Waterman Custom Wide Plank Flooring be acclimated before installation. The purpose of acclimation is to allow the moisture content of the wood to adjust to "normal living conditions" at the site. These are the temperature and humidity conditions that will typically be experienced once the structure is occupied.

The room temperature must be within a range of 60 – 80° F, with relative humidity in a range of 30 – 50%. These environmental conditions are specified as pre-installation requirements and should be maintained for the life of the product. Environmental conditions outside of these parameters could result in product performance problems that would not be covered under these warranties.

### LIMITATIONS ON LIABILITY

In the event Shannon & Waterman determines that one or more of the above warranties apply to a claim by Buyer, Buyer's exclusive remedy and Shannon & Waterman's sole liability on any claim, whether in tort, contract, or breach of warranty, shall be limited to either (1) the repair or replacement of the defective Shannon & Waterman Custom Wide Plank Flooring for the affected area only, or (2) the refund of the applicable purchase price. **SHANNON & WATERMAN CUSTOM WIDE PLANK FLOORING HEREBY DISCLAIMS ALL OTHER WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL SHANNON & WATERMAN HAVE ANY OTHER LIABILITY OR ANY MONETARY LIABILITY TO BUYER IN EXCESS OF THE PURCHASE PRICE OF SHANNON & WATERMAN CUSTOM WIDE PLANK FLOORING. SHANNON & WATERMAN EXPRESSLY EXCLUDES AND SHALL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.** If Shannon & Waterman shall elect to repair or replace Shannon & Waterman Custom Wide Plank Flooring which has proven defective, then Shannon & Waterman will supply a new Shannon & Waterman Custom Wide Plank Flooring of similar color and grade, if available. If such Shannon & Waterman Custom Wide Plank Flooring is unavailable or discontinued, Shannon & Waterman reserves the right to supply Shannon & Waterman Custom Wide Plank Flooring of similar value and appearance. Any and all representations, promises, warranties or statements by Shannon & Waterman or its agents that differ in any manner from the terms of these limited warranties shall be of no force or effect unless in writing, signed by a duly authorized officer of Shannon & Waterman Custom Wide Plank Flooring.

***Any of the following shall void and invalidate the above limited warranties:***

**VISIBLE DEFECTS** – Boards with visible defects must not be installed. Visible defects are those defects which are apparent on the face of the flooring. Boards with visible defects must be noted by the installer and reported before installation so that replacement flooring can be furnished before installation.

**BUILDING SETTLING OR UNEVEN SUBFLOOR** – Building settling or uneven subfloors are considered to be part of the pre-installation inspection process. Do not install Shannon & Waterman Custom Wide Plank Flooring if these situations exist. Shannon & Waterman's limited warranties do not cover damage or defects caused by settling or uneven subfloors. Improper preparation of, or deficiencies in, the subfloor/floor joist assembly including, but not limited to, excessive floor deflection, uneven or irregular subfloor surface (particularly at the joist(s) or voids in the subfloor).

**IMPROPER INSTALLATION** – Shannon & Waterman Custom Wide Plank Flooring must be installed in strict accordance with Shannon & Waterman's written installation instructions and most current NWFA Installation Guidelines. Improper installation done in a way that is contrary to Shannon & Waterman's written installation instructions can cause problems with Shannon & Waterman Custom Wide Plank Flooring. Shannon & Waterman's limited warranties do not cover damage or defects caused by improper installation. We warrant that the covered products are manufactured in accordance with accepted industry standards, which permit grading deficiencies not to exceed 5% over the entire floor. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies. Since wood is a natural product, there will be natural variations in color, tone and grain that are not covered by our warranties. The pre-installation warranty expires upon installation. **NOTE: YOU AND/OR YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. SHANNON & WATERMAN ACCEPTS NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, AFTER FLOORING HAS BEEN INSTALLED.**

**IMPROPER MAINTENANCE OR INADEQUATE CARE** – Your Shannon & Waterman floor requires maintenance. Shannon & Waterman Custom Wide Plank Flooring must be maintained in accordance with Shannon & Waterman's written maintenance instructions. These limited warranties do not cover damage or defects caused by improper maintenance or inadequate care.

**REFINISHING** – While the factory finish of the Shannon & Waterman Custom Wide Plank Flooring may be refinished, doing so will void the Limited Finish Warranty.

**ACCIDENTS, ABUSE OR ABNORMAL WEAR** – Shannon & Waterman does not warrant for damage or defects resulting from accidents, abuses, or abnormal usage which stain or scratch the finish, diminish gloss, or indent the surface of Shannon & Waterman Custom Wide Plank Flooring. Shannon & Waterman's limited warranties also do not cover damage or defects caused by heavy or concentrated foot traffic, damage by pet claws (nails), or failure to protect Shannon & Waterman Custom Wide Plank Flooring from sand, gravel or other abrasives by use of walk off mats.

**INDENTATIONS FROM HIGH HEELS ON SHOES** – A high heel can concentrate as much as 2,000 pounds per square inch on the floor. This type of heel has a diameter of approximately 3/8", and walking on any wood surface with high heels is considered an abusive situation. Shannon & Waterman's limited warranties do not cover damage or defects caused by high heels, shoes in need of repair, or golf cleats, or any other cleated shoe.

**PROBLEMS WITH MOISTURE OR DRYNESS** – Shannon & Waterman's limited warranties do not cover damage or defects caused by wetting or the presence of excessive moisture, or by conditions which are too dry. Flooding, acts of God, plumbing accidents, leaking appliances (icemakers, dishwashers, clothes washers, etc.) are not covered by this warranty. See Shannon & Waterman's written installation instructions for more details. Movement due to moisture changes, including construction methods or materials, plumbing, other trades and weather or natural disasters is excluded. Examples of problems arising from moisture include, but are not limited to: cupping or crowning, changes in width, thickness and length, checking and or splitting. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 30%-50%.

**EXCESSIVE LIGHTING** – Shannon & Waterman's limited warranties do not cover damage or defects, including, but not limited to, color change caused by excessive sunlight or intense lighting. Excessive sunlight or intense lighting can cause color changes in the finished product. Additionally, due to the effects of excessive sunlight or intense lighting, new and/or replacement Shannon & Waterman Custom Wide Plank Flooring may not match display samples and/or existing flooring. Shannon & Waterman Custom Wide Plank Flooring will undergo color changes due to the effects of natural and artificial light. These changes are not covered under the warranty. Area rugs and furnishings may shield the floor from light resulting in uneven coloring. These color changes also preclude matching new flooring to previously installed flooring.

**DIFFERENCE FROM SAMPLES** – Shannon & Waterman's limited warranties do not cover color, shade or texture differences that can be seen between color samples, printed color photography, computer graphics and the color of installed floors. Please approve the color of the actual Shannon & Waterman Custom Wide Plank Flooring prior to installation.

**TRANSFERABILITY** – These warranties apply only to the original Buyer and to Shannon & Waterman Custom Wide Plank Flooring in its original installation. These warranties are not transferable.

**YOUR OBLIGATION TO SHANNON & WATERMAN** – As the Buyer of our Shannon & Waterman Custom Wide Plank Flooring, you agree to follow all installation, care and maintenance directions as related to Shannon & Waterman Custom Wide Plank Flooring. You also agree to allow Shannon & Waterman an opportunity to repair any claimed defects. Shannon & Waterman must be given the opportunity to inspect the flooring installation prior to any removal or repair that will be submitted for warranty coverage. The original proof of purchase must be supplied along with a warranty claim submission.

**EXCLUSIONS AND LIMITATIONS** – These warranties do not cover damage, indentations, scratches, damages caused by misuse, negligence, accidents, fire, improper storage/handling or maintenance, furniture (chair legs or casters), stains arising from negligence, accidents, abuse, fire or excessive heat, abnormal wear, construction, spike heels, appliances, mobility-aid devices (such as walkers, canes, scooters and wheelchairs), dragging objects across the floor without proper protection, damage caused by casters or vacuum beater bars, misuse, alterations of the original manufactured product, grit, sand, rocks or other abrasives, dents, insect infestation after the product has left our factory, normal aging or domestic animals. Noises including, but not limited to, squeaks, popping etc. A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. Visible defects should be evaluated by their visibility from a standing position in normal lighting. Splits and cracks after move-in are not normally manufacturer related. The sole obligation and liability of Shannon & Waterman Custom Wide Plank Flooring under our limited warranties is to repair, replace or refinish the floor, at Shannon & Waterman's option. These warranties **EXCLUDE** and will not pay consequential or incidental damages associated with any warranty claim. Shannon & Waterman will not pay costs associated with relocation during the repair process such as hotel, meals or moving and storage of furniture. The limitation does not apply to claims for personal injury. Some states do not allow limits on warranties or on remedies for breach in certain transactions. In such states, the limits in this paragraph may apply.

No installer, retailer, distributor or employee has the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.

**WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES.**

By this we mean any loss, expense or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.

**TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCTS, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THE WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW. SOME JURISDICTIONS DO NOT ALLOW EXCLUSIONS OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**

#### **LIMITED LIFETIME WARRANTY (RESIDENTIAL AND ORIGINAL HOMEOWNER USE ONLY)**

*Shannon & Waterman Custom Wide Plank Flooring Warranty Version January 1, 2014*

#### **LIMITED 5 YEAR WARRANTY (LIGHT COMMERCIAL WHEN USING TABOR FINISH ONLY)**

*Shannon & Waterman Custom Wide Plank Flooring Warranty Version January 1, 2014*

ALL WARRANTIES ARE BASED ON FLOORS BEING PRO-ACTIVELY RE-COATED PRIOR TO FINISH GOING BEYOND REPAIR. EACH PROJECT IS UNIQUE AND WILL REQUIRE DIFFERENT TIME FRAMES FOR THE PROCESS. PLEASE CONTACT SHANNON & WATERMAN CUSTOM WIDE PLANK FLOORING TO REVIEW YOUR PARTICULAR PROJECT AND REQUIREMENTS SO THE PROPER MAINTENANCE PLAN IS IN PLACE.

#### **RESIDENTIAL HARDWOOD FLOORING CARE AND MAINTENANCE RECOMMENDATIONS**

Shannon & Waterman Custom Wide Plank Flooring requires routine care and regular maintenance in order to maintain the beauty of their appearance over time. The recommendations in this section are in accordance with guidelines required to maintain the coverage of the limited warranties and will prolong the life of Shannon & Waterman Custom Wide Plank Flooring.

### PREVENTATIVE MAINTENANCE

- Use protective mats at all exterior entrances.
- Vacuum or sweep the floor regularly. *Warning: Vacuums with a beater bar or power rotary brush head can damage a wood floor and should never be used.*
- Remove spills promptly using hardwood floor cleaner and a clean white cloth.
- Use felt protectors under chairs and heavy pieces of furniture and replace regularly.
- Footwear should be periodically checked for wear. Spiked heels or shoes in need of repair can severely damage hardwood floors.
- To help preserve the original look of your hardwood flooring, close window treatments during hours of direct sunlight and minimize excessive lighting wherever possible.
- Keep your pets' nails trimmed to prevent damage to the floor.
- Protect the floor when using a dolly for moving furniture or appliances. Never slide or roll heavy furniture or appliances across the floor.
- *Never wet or damp mop hardwood floors.*

### REGULAR CARE

Shannon & Waterman Custom Wide Plank Flooring is easy to care for and requires no waxing. When the appearance of the floor becomes dulled by the effects of soil, simply use hardwood floor cleaner and a specialty terry cloth or microfiber flooring mop available from most flooring retailers or, you may use water and white vinegar (2 caps of vinegar to a gallon of warm water).

**STEP ONE:** Vacuum or sweep the floor to remove any particles that could scratch the floor.

*Warning: Vacuums with a beater bar or power rotary brush head can damage a floor and should never be used.*

**STEPTWO:** Apply hardwood floor cleaner directly to the flooring mop, not the floor.

**STEPTHREE:** Use a back and forth motion with the mop. When the mop cover becomes soiled, simply replace it with a clean one. Cleaning the floor with a soiled cover could cause streaking. The covers are re-usable so simply throw the cover in the wash and dry it as you would any towel.

- Never wet or damp mop hardwood floors. Water can cause damage to wood flooring.
  - Never use oil soaps, wax, liquid detergent or other household products to clean the floor.
- If the floor becomes scratched or dull, repairs can often be made using repair accessories.